Satisfaction Survey Results
Semi-Annual Meeting, October 21st, 2014

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City of Newport News

The Urban Construction Initiative

VDOT
Virginia Department of Transportation

Satisfaction Survey

- Survey Goal: measure qualitative program success
  - Two surveys developed (Locality and VDOT)
  - Both focus on:
    - communication
    - process/program
    - flexibility
    - achieving transportation goals
    - UCI direction and progress

Satisfaction Survey (con't)

- Survey distributed to approximately 60+ members; received 30 responses, 14 Local, 9 VDOT

- New and modified questions in this year's survey

- In general survey results indicated:
  - program successes
  - areas for improvement
  - common ground between VDOT and localities

Locality Results

- Responses consistent with 2013 results
- **Is UCI on the right path? 93% agree**

- Highlights:
  - More than half of respondents have more than 5 years of UCI experience.
  - Localities indicated that they would benefit from more flexibility in Materials, Right-of-Way Acquisition and Environmental Requirements.
  - Federal Aid and Streamlining Measures are areas that Localities indicate need more training in order for the UCI to be successful.
  - Most localities meet in-person monthly with their primary VDOT contact.

New Questions for Localities

Survey included new and modified questions about UCI involvement and program areas:

- Satisfaction with availability of VDOT staff?
- FHWA/VDOT self-paced/ independent learning courses?
- What areas of program and project delivery could more training be helpful?
- Attendance and Interest in the Local Programs Workshops?

Locality Results

- Satisfaction with availability of VDOT staff?
  - Rating of 4.43 out of 5.00

    (with 5 being very satisfied)
- FHWA/VDOT self-paced/ independent learning courses?
  - 14% have previously taken courses
  - 86% have not previously taken courses

Locality Results

- What areas of program and project delivery could more training be helpful?
  - Top areas:
    - Available Streamlining Measures
    - Basic Federal-Aid Requirements
    - Consultant Procurement
    - Construction Management & Inspection
    - Funding Programs (i.e. Revenue Sharing, Access, etc…)
    - Contract Administration Core Curriculum (FHWA)
- Attendance and Interest in the Local Programs Workshops?
  - Did you attend 2013 VDOT Local Programs Workshop?
    - 64% Yes, 36% No
  - Do you plan on attending the 2014 VDOT Local Programs Workshop?
    - 64% Yes, 29% No, 7% Undecided

VDOT Results

- Similar findings as from localities

- Responses from VDOT staff remained fairly consistent from the 2013 results (9 responses)

- Highlights:
  - About half of respondents have more than 3 years of UCI experience
  - Belief that UCI program and processes to streamline project delivery has decreased slightly from a rating of 3.13 to 2.89 (5.00 being strongly agree)
  - The satisfaction with the availability of the primary UCI contact has increased from a rating of 3.40 to 3.67 (5.00 being very satisfied)

New Questions for VDOT

Survey included new and modified questions about UCI involvement and program areas:

☐ Managing/coordinating VDOT Administered projects?

☐ Satisfaction with the availability of UCI localities staff?

☐ Modified available suggestions for VDOT to improve communications between VDOT and UCI localities

VDOT Results

- Managing/coordinating VDOT Administered projects?
  - 33% manage VDOT Administered projects
  - 67% do not manage VDOT Administered projects
- Satisfaction with the availability of UCI localities staff?
  - Rating of 3.67 out of 5.00 [Locality Rating 4.43] (with 5 being very satisfied)

VDOT Results

- Responses for VDOT to improve communications between VDOT and UCI localities
  - Program/Project Coordination Meetings
  - Short Seminars/Webinars
  - Provide Information on the VDOT website
  - "Lessons Learned" interactive webpage/ community of practice
  - Newsletter Updates
  - Hot topic specific training/ combined local and VDOT training

Certification Program

- <u>Localities</u>: do you feel certification process as presented will assist in project delivery?
  - 2013: 2.93
  - 2014: 3.36 (15% increase)
- <u>VDOT</u>: Agree that certification will assist in local project delivery:
  - 2013: 73.3%
  - 2014: 88.9% (16% increase)
- Funding and Staffing remain as issues that are limiting Localities from pursuing UCI Certification.

What does it mean?

- Budgetary realities at state and local levels remain as issues
    - additional funding for new projects lacking
- New interest in UCI?
    - No new member localities for 2014
    - But several new localities have shown interest and are considering for next year
- Organizational challenges
    - VDOT and Locality project workload and experience
- Communication between VDOT and localities has improved
- Certification not intended for all localities

Where to go from here?

- Individual locality goals = program goals

- Continue bi-annual meeting format

- Consider increasing training opportunities in specific areas
  - Materials Requirements
  - Right-of-Way Acquisition
  - Environmental Requirements

- Continue development of "UCI Goals"
  - Evaluation of our business plan(s)
  - Incorporating All methodologies (Ex. Value Engineering, Title Sheets) into the LAP Manual!

Questions?

UCI WORKGROUP UPDATE
Semi-Annual Meeting
October 21st, 2014

Tom Slaughter
City of Newport News

The Urban Construction Initiative

Workgroup Committee Members

- Richard West, Town of Dumfries
- Lynn Allsbrook, City of Hampton
- John Yorks, City of Hampton
- Chris Swartz, City of Hampton
- Jim Baker, City of Harrisonburg
- Tom Hartman, City of Harrisonburg
- David Jarman, City of Virginia Beach
- Phil Pullen, City of Virginia Beach
- Lamont Benjamin, City of Richmond
- Brian Copple, City of Colonial Heights

- Lorenzo Casanova, FHWA
- Iris Rodriguez, FHWA
- Dan Blackburn, City of Newport News
- Thomas Slaughter, City of Newport News
- Jacqueline Kassel, City of Newport News
- Michael Fulcher, VDOT, Staunton District
- Steve Rowan, VDOT, Hampton District
- Dave Cubbage, VDOT, Culpeper District
- Russ Dudley, VDOT Local Assistance
- Todd Halacy, VDOT Local Assistance
- Cynthia Clark, VDOT Local Assistance

Today's Presentation

- **UCI Goals (Update)**
  - Completed Items
  - Revised Priority Listing
  - Schedules/ Milestones
  - New Proposed Goals
- **Upcoming Activities**

UCI Goals – Completed Items

- VDOT Project Development Review Timeline

- IT Application Access to VDOT Systems

- Incorporate UCI Policy & Program into Urban Manual

- Performance Measures

UCI Goals – Current List

Strategic:

- Revise Guidance Documents:
  - Incorporate UCI Project Developement into LAP Manual
- Establish the District Local Project Teams
- Training
- Accomplishment Document

Programmatic:

- Completeness Review Checklist
- Continue Development of the UCI Certification Program

UCI Goals Priorities

1. Continue Development of the UCI Certification Program

2. Completeness Review Checklist

3. Revise Guidance Documents:

   □ Incorporate UCI Project Development Into LAP Manual

4. Establish the District Local Project Teams

5. Accomplishment Document

6. Training

#1 – CONTINUE DEVELOPMENT OF THE UCI CERTIFICATION PROGRAM -

- _Task Leads_: Todd Halacy/Phil Pullen

- _Definition_: Continue to establish processes and tools for localities that are members of the UCI Certification program.

- _Why is this important_: UCI still the "cutting edge" of local programs with the UCI Certification Program remaining a priority and the ultimate implementation of the "risk based approach." Because of this new way of doing business, we need to establish internal documentation for the changes to processes and checklists under certification and to continue to look for opportunities to streamline.

#1 - CONTINUE DEVELOPMENT OF THE UCI CERTIFICATION PROGRAM - (Continued)

- <u>Status</u>: Underway

- <u>Milestone Activities/ Dates:</u>

  - Continue to develop the project level details for the Certification Program

  - Develop certification letter and documentation for RW & CN Authorization/ Done

  - Compliance Program initiation (Project/ Program Level)/ Done

  - City Environmental Project Management Guide/ Done

  - Complete transition document for the Civil Rights Program/ Underway

  - Complete transition document for Pre-Award Audit/ Underway

  - Update LAP Manual with UCI Certification development areas/ Late 2014 – Early 2015

#2 – COMPLETENESS REVIEW CHECKLIST –

- *Task Leads*: Lynn Allsbrook/Chris Swartz/ Michael Fulcher

- *Definition*: Create comprehensive checklists for right of way and construction phase submittals that outline the minimal submittal requirements

- *Why this is important*: To ensure localities submit all items in one package that VDOT needs to authorize approvals. This will assist with streamlining reviews and ensure consistency statewide.

#2 - COMPLETENESS REVIEW CHECKLIST – (Continued)

- <u>Status</u>: Almost complete
- <u>Milestone Activities/ Dates</u>:
  - Right of Way Submittal Checklist DRAFT/ Complete
  - Right of Way Submittal Checklist FINAL/ Complete
  - Construction Submittal Checklist DRAFT/ Complete
  - Construction Submittal Checklist FINAL/ Late 2014

#3 – REVISE GUIDANCE DOCUMENTS
- INCORPORATE UCI PROJECT DEVELOPMENT INTO LAP MANUAL

- *Task Leads:* Tom Slaughter/Todd Halacy[2]

- *Definition:* Phase out the UCI Guide project development areas by combining them into the LAP Manual.

- *Why this is important:* Incorporating the UCI Guide project development areas into the LAP Manual will allow VDOT Project Coordinators and Locality Project Managers a single resource for all project development activities and deliverables.

- <u>Status</u>: Pending
- <u>Milestone Activities/ Dates:</u>
  - Determine format for incorporating UCI project development in LAP Manual
  - Draft the project development process section in the LAP Manual with UCI differences to share with workgroup for feedback
  - Revise LAP Manual and review draft sections/ Summer 2014
  - Send to VDOT Districts/ Residencies/select Localities to review/ Fall 2014
  - Finalize changes in LAP Manual/ Late 2014 – Early 2015
- <u>UCI Guide Sections Moving to Urban Manual</u>
  - II. Preliminary Engineering
  - III. Right of Way
  - IV. Construction
  - Appendices; A, B, F, J, K, L

#4 – ESTABLISH THE DISTRICT LOCAL PROJECT TEAMS –

- _Task Leads_: Lamont Benjamin/Todd Halacy

- _Definition_: Establish District Local Project Teams. These will consist of technical representatives in the VDOT Districts.

- _Why this is important_: To develop District teams that are familiar with current UCI guidelines in order to provide consistent timely reviews and building a rapport with local PM's to help achieve project success.

#4 - ESTABLISH THE DISTRICT LOCAL PROJECT TEAMS – (Continued)

- <u>Status</u>: Pending

- <u>Milestone Activities/ Dates</u>:
  - Put together template of how the team would look/ Summer 2014
  - Prepare outline of benefits for implementing team/ Summer 2014
  - Discuss with VDOT District UCI Workgroup team members/ Fall 2014
  - Share with District contacts at LAD Videoconference/ Winter 2015
  - Meet w/ individual Districts as necessary/ Winter 2015
  - Hold project team kickoff meetings/ Spring 2015
  - Finalize activity/ Summer 2015

#5 - ACCOMPLISHMENT DOCUMENT -

- *Task Leads:* Dan Blackburn/David Cubbage

- *Definition:* Prepare a document that lists all of the accomplishments (project and program level) of the UCI Program since the program was established in 2003.

- *Why this is important:* Will assist VDOT and Local Staff in briefing Executive Management on the accomplishments and value of the UCI program since established in 2003.

#5 – ACCOMPLISHMENT DOCUMENT – (Continued)

- Status: Pending

- Milestone Activities/Dates:
  - Task team will put together a preliminary list of Accomplishments/Summer 2014
  - Preliminary list will be distributed for review and comment by workgroup members / Summer 2014
  - Discuss with VDOT District UCI Workgroup members at the next workgroup session after the first of the year 2015
  - Consolidate comments, additions, and edits from the previous workgroup session into a draft document in March 2015
  - Publish final document list internal to the workgroup for acceptance in May 2015
  - Finalize document and task/ June 2015

#6 – TRAINING –

- *Task Leads*: Russ Dudley/Todd Halacy
- *Definition*: Establish and implement a training schedule for UCI participants on an annual basis.
- *Why this is important*: Proper understanding leads to expedited processes, from design consultant pre-award audit to construction closeout.
- Status:
  - Underway
- Milestone Activities/ Dates:
  - NHI Web-based course/ NHI Instructor led course
  - Tri-Annual Discussion with expert on NHI Web-based course
  - Develop 3-yr Training Schedule/Plan

☐ **ACCOMPLISHMENT DOCUMENT**

(NEW: Expand goal to include Website)

- ☐ <u>Task Leads</u>: Dan Blackburn/David Cubbage

- ☐ <u>Definition</u>: Prepare a document that lists all of the accomplishments (project and program level) of the UCI Program since the program was established in 2003. Also location on our UCI website to include a list of UCI accomplishments. This would include completed goals, etc…

- ☐ <u>Why this is important</u>: Will assist VDOT and Local staff in briefing Executive Management on the accomplishments and value of the UCI program since established in 2003.

- ☐ <u>Status</u>: **Pending**

- **MODIFIED PROGRAMMATIC AGREEMENT**

  (NEW)

- <u>Task Leads:</u> TBD (Volunteers?, see Todd)

- <u>Definition:</u> Modify the UCI Programmatic Agreement which covers Urban funded projects to expand for specially funded programs (i.e. include CMAQ, RSTP, HSIP, etc…).

- <u>Why this is important:</u> This would eliminate having to execute a separate agreement for each specially funded project which could save time at the beginning of the project development process.

- **Status:** Ready to begin

Upcoming Activities

- ☐ The UCI Workgroup will reconvene in November/December

- ☐ Continue to finish and implement new and existing goals

- ☐ Continue to be the "eyes and ears" for process improvements

- ☐ Prepare training, business, technical items and presenters for the next UCI Annual Meeting planned for May 2015

- ☐ Report status of the Workgroup deliverables (Goals Completed) at the next meeting

Questions/Discussion?